

## ABSTRACT

The Referral Program (PRB) is given to patients with chronic diseases, one of whom is a hypertensive patient with a stable condition. Long-term treatment for the hypertensive condition has the potential for non-adherence, therefore it is necessary to identify various aspects that can reduce the prevalence of non-adherence. This study is to analyze PRB drug services from the perspective of adherence PRB participants with hypertension identified through aspects of knowledge, beliefs, affordability of access, availability of facilities, availability of the drug, and behavior of pharmacist. The study was conducted with a cross-sectional approach to PRB participants who were diagnosed with hypertension at the Puskesmas and Pharmacy in the Surabaya City. Data collection was carried out from May to October 2017. Data sources were obtained by distributing questionnaires to PRB hypertension participants in the Surabaya City area.

The results of this study showed were 105 participants who met the inclusion criteria. Statistical analysis using multiple logistic regression on knowledge, beliefs, affordability of access and availability of facilities not effect on adherence PRB participants with hypertension to taking and using of hypertension drugs, whereas the availability of drugs in the drug service facility which is the majority considered not available by PRB sufferers of hypertension when they come to take medicine and the behavioral of pharmacist aspects had a statistically significant effect on adherence PRB participants with hypertension to taking and using of hypertension drug.

**Keywords:** *National health insurance, Referral program, Drug service, Medication adherence, Hypertension.*